



SHERYLL SPILLER
Director

PHIL ANSELL
Chief Deputy

County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

12860 CROSSROADS PARKWAY SOUTH • CITY OF INDUSTRY, CALIFORNIA 91746
Tel (562) 908-8400 • Fax (562) 695-4801

Board of Supervisors
GLORIA MOLINA
First District
MARK RIDLEY-THOMAS
Second District
ZEV YAROSLAVSKY
Third District
DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

October 07, 2014

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

RECOMMENDATION TO APPROVE LOS ANGELES COUNTY'S PLAN FOR REFUGEE SOCIAL SERVICES AND TARGETED ASSISTANCE FOR FEDERAL FISCAL YEARS 2014-2016 (ALL DISTRICTS - 3 VOTES)

SUBJECT

The Department of Public Social Services (DPSS) requests Board approval of the County's Refugee Social Services (RSS) and Targeted Assistance (TA) Plan for Federal Fiscal Years (FFYs) 2014-2016. All Counties are required to submit Board-approved plans to the California Department of Social Services (CDSS) Refugee Programs Bureau (RPB).

The purpose of the RSS and TA Plan is to demonstrate the County's plan to deliver employment services to its refugee population. The Plan reflects the structure of the County's Refugee Employment Program (REP).

IT IS RECOMMENDED THAT THE BOARD:

Approve the enclosed County Plan for RSS and TA for FFYs 2014-2016. The Plan addresses how the County, under its administration of the REP, utilizes the RSS and TA grants to finance services for refugees and asylees residing in Los Angeles County.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The CDSS RPB requires Los Angeles County to submit a RSS and TA Plan to demonstrate how the County delivers services to its refugee population. The FFY 2014 RSS and TA Plan will apply to FFYs 2014-2016 and documents the County's administration of the REP. The State requires

counties to submit a County Plan/Plan Update on an annual basis. The Plan for FFYs 2014-2016 was developed by DPSS and reflects the County's REP. As a preliminary measure, the draft Plan was submitted to the State for review.

On May 1, 2014, CDSS RPB provisionally approved the County's Plan for submission to the Board. Upon receiving Board approval, DPSS will submit the Plan to CDSS for final certification.

REP is the County's employment program which is designed to provide culturally and linguistically sensitive employment, training and specialized services for refugees and asylees (individuals who travel to the United States, apply for and are subsequently granted asylum status) who have resettled in Los Angeles County.

The Plan identifies service components for REP to assist refugees in attaining self-sufficiency through the participation in various activities such as employment services, English language training, on-the-job training and case management. Additionally, refugees are offered Other Employability services and Non-employment services which include Vocational/Career assessments, Citizenship and Naturalization services and Life Skills workshops. These services are available to refugees who have been in the country less than five years.

Asylees are eligible for REP services during the first five years from the date they are granted asylee status by the federal Office of Refugee Resettlement (ORR).

DPSS administers the REP through contracts with the following five community-based refugee agencies: Armenian Relief Society of Western USA, Inc.; Catholic Charities of Los Angeles, Inc.; Community Enhancement Services; Episcopal Diocese of Los Angeles; and Jewish Vocational Services.

Implementation of Strategic Plan Goals

The recommendation to approve the RSS/TA County Plan is consistent with the principles of the Countywide Strategic Plan Goal 2 (Children, Family and Adult Well-Being) to enrich lives through integrated, cost-effective and client-centered supportive services.

FISCAL IMPACT/FINANCING

REP is financed through a combination of federal RSS and TA grants allocated to the County by CDSS and ORR, as well as CalWORKs Single Allocation funding.

In addition, the County receives two Discretionary Grants, Targeted Assistance Discretionary (TAD) and Older Refugee Discretionary Grants (ORDG), to provide services to targeted refugee populations.

There is no net County cost. The costs are included in the County Fiscal Year (FY) 2013-14 and FY 2014-15 Adopted Budget. The County's total FFY 2014 RSS and TA allocation for the REP is \$3,509,218.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

DPSS drafted the Plan to meet applicable legal requirements and programmatic goals and secure State approval. DPSS submitted the draft Plan to State officials, and in response, received comments from the State which DPSS then used to further refine the Plan. Since provisional approval of the Plan has been received from the State, DPSS is submitting the Plan to the Board for approval. Once approved, it will be submitted to the State for final certification.

The five community-based refugee agencies, Armenian Relief Society of Western USA, Inc., Catholic Charities of Los Angeles, Inc., Community Enhancement Services, Episcopal Diocese of Los Angeles, and Jewish Vocational Service are in compliance with all Board, Chief Executive Office, and County Counsel requirements.

County Counsel has approved the Plan for RSS and TA for FFY 2014-2016, as to form.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the Plan will allow for the continued provision of employment services to the refugee population through REP.

CONCLUSION

Upon Board approval, it is requested that the Executive Officer of the Board of Supervisors return one adopted, stamped Board Letter to DPSS.

Respectfully submitted,



SHERYL L. SPILLER
Director

SLS:le

Enclosures

- c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Auditor-Controller
Deputy Chief Executive Officer

County of Los Angeles



Department of Public Social Services

Refugee Social Services and Targeted Assistance Plan

Federal Fiscal Years 2014-2016

**Los Angeles County Plan for Refugee Social Services (RSS) and
Targeted Assistance (TA) for Federal Fiscal Year (FFY) 2014**

Table of Contents

<u>Section</u>	<u>Page</u>
Table of Contents	1
I. COUNTY REFUGEE PROGRAM ADMINISTRATION	4
A. Organizational Chart	
II. DESCRIPTION OF REFUGEE PROGRAMS	5
A. Funding Sources	5
1. Refugee Social Services (RSS)	
2. Targeted Assistance (TA) Formula	
3. Targeted Assistance Discretionary (TAD)	
4. Refugee Social Services (RSS) Formula Carryover	
5. Targeted Assistance Formula (TA) Carryover	
6. Older Refugees Discretionary Grant (ORDG)	
7. Older Refugees Discretionary Grant Carryover	
B. General Program Description	6
1. Refugee Social Services Formula Grant (RSS)	
2. Targeted Assistance Formula Grant (TA)	
3. Targeted Assistance Discretionary Grant	
4. Older Refugees Discretionary Grant	
C. CalWORKs and RCA Compliance	7
D. County Planning Process	7
1. Planning Participants	
2. Demographics of Refugee Population	
3. Target Population Needs	
4. Labor Market Information	
III. DESCRIPTION OF SERVICE COMPONENTS	10
Refugee Employment Social Services (RSS)	
A. Employment Services Components	10
1. REP Appraisal	

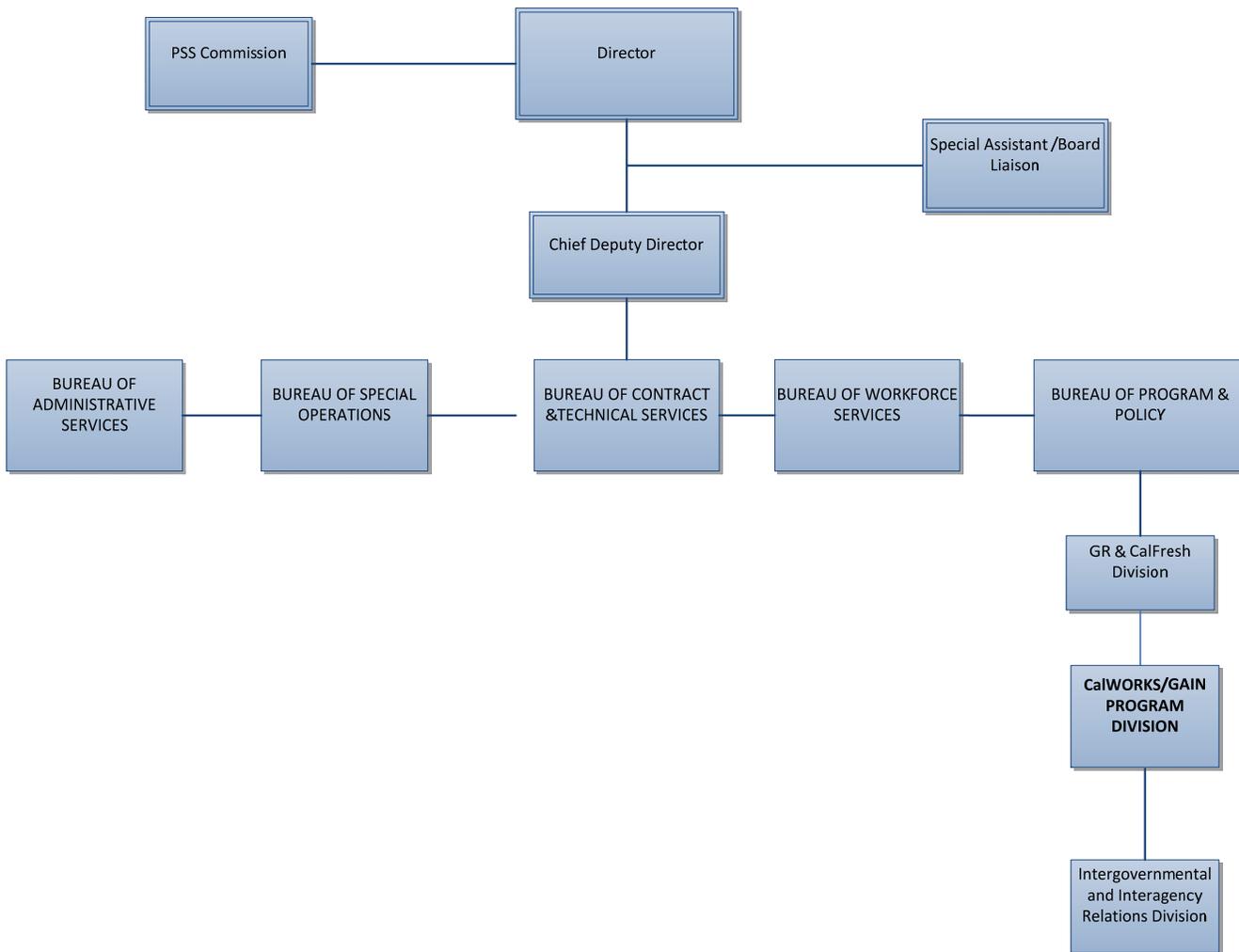
2. REP Orientation/Job Club & In-House Job Search	
3. Post-Employment Services	
4. Employment Retention Services	
B. English Language Training	12
1. Vocational English-as-a-Second-Language (VESL)	
2. English-as-a-Second-Language (ESL)	
C. On-The-Job Training/Skills Training	13
1. Vocational/Education Training	
2. Work Experience (WEX)	
3. Paid Work Experience	
4. On-the-Job Training (OJT)	
5. Community Service	
D. Case Management	14
E. Other Employability Services	15
1. Post Employment Career Assessment	
2. Evaluation of Records	
3. Vocational Assessment	
4. Translation & Interpreter Services	
F. Non-Employment Services	16
1. Clinical Assessment	
2. Life Skills Workshops	
3. Outreach Services	
4. Citizenship and Naturalization Services	
Targeted Assistance Formula Grant	17
Older Refugees Discretionary Grant (ORDG)	17
Targeted Assistance Discretionary (TAD) Grant	18
IV. BUDGETS	19
A. FFY 2014 RSS Formula Allocation	
B. FFY 2014 TA Formula Allocation	
C. FFY 2013 RSS Formula Carryover	
D. FFY 2013 TA Formula Carryover	
E. FFY 2014 TAD Grant	
F. FFY 2013 TAD Grant Carryover	
G. FFY 2014 ORDG Grant	
H. FFY 2013 ORDG Grant Carryover	

V.	ANNUAL SERVICE PLAN	27
VI.	ANNUAL OUTCOME GOAL PLAN	29
VII.	APPENDICES	30
	A. County Procurement Process	
	B. County Monitoring Process	
VIII.	REQUIRED ASSURANCES	31
IX.	CONTRACTED SERVICES AGENCIES	32
X.	CLIENT FLOW CHARTS	35
	A. CalWORKs REFUGEES	
	B. RCA, NON-AIDED AND GR REFUGEES	
XI.	ADDENDUM	37
	A. FFY 2013 TAD GRANT APPLICATION	
	B. FFY 2014 ORDG APPLICATION	
XII.	COUNTY BOARD OF SUPERVISORS RESOLUTION	44

SECTION I: COUNTY REFUGEE PROGRAM ADMINISTRATION

The Los Angeles County Department of Public Social Services (DPSS) administers the Refugee Employment Program (REP). Program and policy responsibility for the REP falls under the Bureau of Program and Policy, CalWORKs and GAIN Division.

A. ORGANIZATION CHART



SECTION II: DESCRIPTION OF REFUGEE PROGRAMS

A. FUNDING SOURCES

1. REFUGEE SOCIAL SERVICES (RSS) FORMULA

The funding allocated by the CDSS for RSS services to Los Angeles County for FFY 2014 is \$1,702,236.

2. TARGETED ASSISTANCE (TA) FORMULA

The funding allocated by CDSS for TA services to Los Angeles County for FFY 2014 is \$ 1,639,268; First increment is \$ 950,775 (58% allocation).

3. TARGETED ASSISTANCE DISCRETIONARY (TAD) GRANT

The funding allocated by CDSS for TAD services to Los Angeles County for FFY 2014 is \$ 93,110; First increment is \$54,004 (58% allocation).

4. REFUGEE SOCIAL SERVICES (RSS) FORMULA (carryover)

The RSS carryover funds from FFY 2013 totaling \$1,507,900 will be used this plan year.

5. TARGETED ASSISTANCE FORMULA (carryover)

TA carryover funds from FFY 2013 totaling \$1,019,116 will be used this plan year.

6. OLDER REFUGEES DISCRETIONARY GRANT (ORDG)

The funding allocated by CDSS under the ORDG to Los Angeles County for FFY 2014 is \$74,605; First increment is \$43,271 (58% allocation).

7. OLDER REFUGEES DISCRETIONARY GRANT (carryover)

ORDG carryover funds from FFY 2013 totaling \$24,949 will be used this plan year.

SECTION II: Description of Refugee Programs (cont.)

B. GENERAL PROGRAM DESCRIPTION

1. Refugee Social Services Formula Grant (RSS)

The REP is designed to provide culturally and linguistically sensitive employment and specialized services for refugees (for the purposes of this document the term “refugees” encompasses asylees, Cuban and Haitian entrants, victims of severe human trafficking) following their arrival to the United States. The program is intended to assist refugees through the initial adjustment period with the ultimate goal of becoming self-sufficient. Services under the REP are available for up to 60 months from the date of arrival in the United States for refugees or the date asylum is granted for asylees, dependent upon availability of funding and approval by the Board of Supervisors.

In keeping with the Priority in Provision of Services, RSS will be used primarily for employability services designed to enable refugees to obtain jobs within one year of becoming enrolled in services in order to achieve economic self-sufficiency as soon as possible. The intent of the REP is to address the needs of eligible refugees in a holistic manner. Services under REP are designed to identify and deliver necessary assistance to refugees and their families. The assistance ensures individuals and family’s needs are assessed and met in relation to obtaining and retaining employment while becoming accustomed to their new country. REP services provided by the contracted agencies include but are not limited to social adjustment and employment services. Refugees will be referred to community agencies for educational and other specialized services, such as Domestic Violence, Mental Health and Substance Abuse treatment and assessment. DPSS will facilitate collaboration and information sharing between Resettlement Agencies (RAs) and contracted case management agencies to assure that refugees are receiving integrated services.

Under this funding, newly arrived refugees, after initial time with a Resettlement Agency (RA), are referred to a county welfare office to apply for county benefits such as Refugee Cash assistance (RCA) or California Work Opportunity and Responsibility to Kids (CalWORKs). If eligible for aid the refugee is referred to a provider for employment services.

2. Targeted Assistance (TA) Formula Grant

TA funds REP services identical to those for RSS. Funds are also used for refugees who are cash assistance participants, particularly those who are long term recipients. Services under this funding may be provided after a refugee has entered a job to help the refugee retain employment or move to a better job.

TA funds are used primarily for participants who have been in the U.S. beyond 12 months but can also be used for participants who are in the country less than 12 months. Please refer to Section III for a description of each Employability Service.

Participants' length of time in the U.S. is tracked through the Greater Avenues for Independence (GAIN) Employment & Activity Reporting System (GEARS).

3. Targeted Assistance Discretionary (TAD) Grant

Los Angeles County plans to utilize Targeted Assistance Discretionary Grant Funds to create and support Vocational English-as-a-Second Language (VESL), Pre/Post Employment services, and intensive case management to refugees that have persistent barriers to employment.

4. Older Refugees Discretionary Grant (ORDG)

This grant funds the ORDG program that offers older refugees, age 60 and over, services that include naturalization/citizenship application assistance, referrals to senior adult services, senior networking activities, and English-as-Second Language classes (ESL). Contracted refugee agencies will outreach to the target population to inform them of the ORDG program and the specialized services available. Refugee participants are referred to contracted refugee agencies to provide ORDG specialized program services to this population.

C. CalWORKs and RCA compliance

Los Angeles County assures that the provision of activities and services to mandatory and voluntary CalWORKs Welfare to Work (WTW) and RCA participants, funded by Office of Refugee Resettlement (ORR) monies and allocated by California Department of Social Services (CDSS), will be in accordance with CalWORKs WTW and RCA requirements (including program participation flow, good cause determination, financial sanctions, and supportive services) specified in Manual of Policy and Procedures Sections 42-700 and 69-200, respectively, and other applicable CalWORKs and RCA policy guidance issued by CDSS.

D. County Planning Process

1. Planning Participants

The REP Program design was achieved through input from various public and community meetings. These meetings were attended by non-profit refugee service providers, RAs, members of the Los Angeles County Refugee Forum, Community Colleges, refugee business persons, and members of both the public and private sectors that are involved with Los Angeles County's Refugee community. A sampling of attendees involved were the Armenian Relief Society, Jewish Vocational Service, Catholic Charities, International Institute of Los

Angeles, Community Enhancement Services, Episcopal Diocese of Los Angeles, Legal Aid Foundation of Los Angeles and Los Angeles County Neighborhood Legal Services.

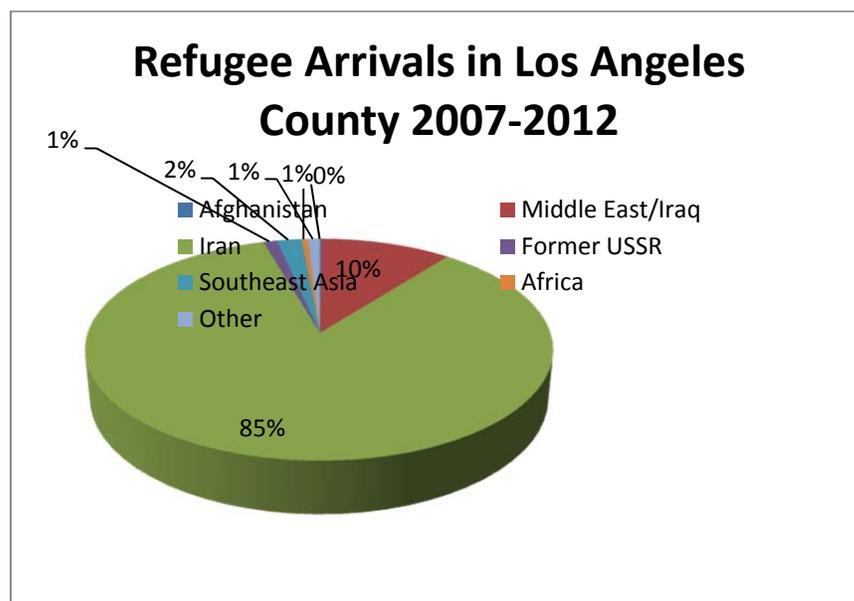
2. Demographics of Los Angeles County's Refugee Population

Los Angeles County serves a multi-lingual refugee population. Approximately 62 percent of the refugee population is receiving CalWORKs, 28 percent is receiving RCA, 9 percent former cash aided, and 1 percent is receiving GR.

REP participants have varying work histories, employment skills, childcare needs, as well as transportation, ancillary and/or other specialized needs (e.g., domestic violence, substance abuse and mental health barriers).

A number of these individuals have some college education; the majority attended school for some length of time. However, a substantial number have had no formal schooling. The majority of the refugee participants have poor to no English language skills. Though there are over 25 ethnic groups from 65 or more countries represented in Los Angeles County, the majority of arrivals between FFY 2007 through FFY 2012 were from Iran (12,611) followed by Iraq (1,248), Southeast Asia (391) and the former USSR (270).

The chart below shows the composition of refugees, by country of origin, who resettled in Los Angeles County between FFY 2007-2012. Arrival data source: Refugee Program Bureau and Los Angeles County Resettlement Agency's reports.



3. Target Population Needs

Achieving self-sufficiency has been difficult for refugees on long term cash public assistance. Through the stakeholder meetings Los Angeles County service providers have indicated that while there may be a variety of jobs available, the main factors inhibiting a refugee's attainment of employment may be the lack of training resources that serve diverse languages and cultures, lack of employable skills, limited English, and fear of leaving the security of public assistance.

Although CalWORKs regulations allow the household to keep a larger share of its earnings, service providers still need creative approaches in supporting and encouraging refugees to participate in job training and ultimately accept employment. Evaluating and planning for self-sufficiency for the entire family will help meet the needs of the entire family.

The REP employment components and targeted refugee services are designed to help family members prepare for and accept employment and ultimately achieve self-sufficiency.

In assisting this population of CalWORKs, RCA, and GR REP participants to reach economic self-sufficiency, free from welfare and/or public assistance dependency, Los Angeles County is mindful of the needs of the refugees and the barriers they must overcome. Examples of these barriers or needs include the following:

- Lack of English language skills
- Lack of native language literacy
- Lack of basic education skills
- Lack of job skills
- Lack of available and affordable child care
- Suffer from domestic violence, mental health, and/or substance abuse issues
- Lack of stable, affordable housing
- Longer cultural adjustment periods

4. Labor Market Information

The REP program will target preparing participants for jobs in occupations that show the fastest growth and most openings in Los Angeles County. Based on 2010-2020 Industry Employment Projections for Los Angeles County Metropolitan area from the State Employment Development Department and State of California Department of Finance, the following are some of the targeted entry level occupations with projected job increases in Los Angeles County:

- Retail Trade

- Food Services
- Personal and Home Health Aides
- Leisure and Hospitality
- Child Care Workers

We have selected our employability services to help refugee participants take advantage of these openings in the local labor market. Training programs offered through selected educational providers correlate with specific entry level positions in the occupations within the high growth industry sectors identified.

We will also target training programs that include a VESL component that connects the language associated with specific occupations, and will encourage the development of similar programs. The work experience component provides participants with hands-on training with specific employers in the growing industry sectors.

SECTION III: DESCRIPTION OF SERVICE COMPONENTS

Refugee Employment Social Services (RSS)

A. Employment Services Components

1. REP Appraisal

DPSS requires all REP participants to participate in the appraisal activity. REP appraisal is a one day activity using RSS/TA funding. At appraisal, the REP providers shall provide a verbal and written program description that includes the following:

- A general description of the Welfare-to-Work program (WtW), available activity components, supportive services, and child care.
- A review of program requirements to participate in WtW activities.
- A general description of the rights and responsibilities of the participants.
- Information will be provided on available mental health, domestic violence and substance abuse services.
- Gathering of individual information on employment history and skills, supportive services needs, and any other relevant information the County requires in assigning appropriate welfare-to-work activities.

- Development of a Family Self-Sufficiency Plan (FSSP) to address the family's need in the areas of employment and social services.

Family Self-Sufficiency Plan

Part of the REP Appraisal will include the development of a FSSP for every participant and employable family member in the household. FSSP is intended to be a holistic approach to assessing the impact of the family needs on the individual's quest for attaining employment and self-sufficiency in a new environment. The FSSP will be utilized to evaluate teen, parenting, health, housing, social and other family issues that have a bearing on the individual's ability to focus on training and obtaining employment. The family assessment will also act as a pre-screening for WtW Activities and the need for specialized supportive services, such as substance abuse, mental health, and domestic violence. The FSSP must include the following:

- A determination of the income level a family would have to earn to exceed its cash grant and move into self-support;
- A strategy and timetable for obtaining that level of family income through job placement of a sufficient number of employable family members at sufficient wage levels;
- Employability plans for every employable member of the family;
- A plan to link elderly family members with senior services and language skills;
- A plan to address the family's social service needs that may be barriers to self-sufficiency.

REP contracted providers will contact the RA who resettled the participant and his/her family to obtain specific data associated with the participant's Family Self-Sufficiency Assessment conducted upon resettlement in Los Angeles County. The RAs Family Self-Sufficiency Assessment shall be used as the foundation for developing the FSSP.

2. REP Orientation/Job Club & In-House Job Search

Job Club/REP Orientation is a four-week activity beginning with REP orientation during the first week and includes a series of motivational techniques, introductory overview of REP services, information regarding community resource and referrals, and job-finding skill classes/workshops. This is followed by three weeks of active supervised job search; all of which is to be provided by the REP Job Readiness and Career Planning Services Contractor. RSS/TA is

used to fund this activity for RCA refugees. Single Allocation is used to fund this activity for CalWORKs refugees.

REP Participants will be referred to a County approved Contractor for Job Club activity based upon their REP appraisal/intake, English language proficiency assessment, and CalWORKs or non-CalWORKs program requirements.

In-House Job Search In-House Job Search is an activity in which a refugee participant is assigned to work with the contract agency's designated Job Developer (JD) for a total of twenty (20) hours a week for General Relief Participants, up to thirty (30) hours a week for a Refugee Cash Assistance Participant/single parent, or thirty-five (35) per week for a CalWORKs two-parent household. . RSS/TA is used to fund this activity. Length of time in this activity is based on need of participant. Participants can be assigned to this service anytime within the designated program time limit.

3. Post-Employment Services (PES)

Post-Employment Services (PES) provides participants, who have found employment, with the information, resources, and tools they need to retain unsubsidized employment, improve career potential, and achieve economic self-sufficiency at a living wage for up to 12 months. An array of services are offered to help CalWORKs refugee participants stay employed and get a better job with sufficient wages to reach self-sufficiency from CalWORKs dependency via Single Allocation funds. PES provides supportive services and activities for employed aided and former CalWORKs Refugee Participants. RCA and former-RCA eligible REP Participants are eligible for PES if engaged in any combination of work hours and Welfare-to-Work activity hours for a minimum total of 20 hours. RSS/TA funds are used for RCA participants.

4. Employment Retention Services

Employment retention services, such as on-the-job visitation by a Case Manager, help ensure participants have the necessary skills (time management, conflict resolution etc...) to remain employed. RSS/TA funding is used for this service which can be offered to participants any time within the designated program time limit.

B. English Language Training

1. Vocational English-as-a-Second-Language (VESL)

Vocational English-as-a-Second-Language (VESL) is an intensive instruction program designed to develop English language skills in the context of career preparation in a specific field. Typically, VESL programs are multilevel vocational and ESL courses that may be taken by a Participant prior to or concurrently with enrollment in a vocational/career preparation course. VESL is limited to 12 months of participation. RSS/TA/SA/TADG funding is used for this activity.

2. English-as-a-Second Language (ESL)

ESL activities are initiated based on the participants needs identified during the vocational assessment. ESL instruction is in concurrence with an employment services activity and related to obtaining and retaining employment. Length of service based on participant need. ESL can be offered anytime during the designated program time limit. RSS/TA funding is used for this activity. ESL is not used as a stand-alone activity

C. On-the-Job Training/Skills Training

(Note: Participants can avail themselves of all services below within the designated program time limit.)

1. Vocational/Education Training

Vocational education and training includes, but is not limited to, occupational skills training at community colleges, regional occupational centers and in other regional occupational programs. Participants may receive a certificate upon completion.

Vocational training for RCA participants will be available when training is part of the employability plan. The training will be part-time and the duration of the training will be less than one year. This program component involves vocational training, which is expected to lead to gainful employment in occupations that show opportunities for growth. RSS/TA or SA funding is used for this activity.

CalWORKs refugees who are in a Self-Initiated Program (SIPs) that will last more than one (1) year are transferred to the CalWORKs WtW program (GAIN). The transfer occurs after the CalWORKs refugee appraisal interview when the provider is made aware that the participant is currently in a degree or certificate program.

2. Work Experience (WEX)

Work experience (WEX) is a job component in which a participant receives a non-salaried position in a public/private for profit or non-profit organization. WEX provides on-the job training, work-site behavior skills, acquisition of new skills and enhancement of existing skills. It may also provide the participant with an employment reference to assist in their job search. WEX participation is limited to six months of participation. RSS/TA funds are not used for this activity.

3. Paid Work Experience

Paid Work Experience is a wage subsidy work experience assignment that combines part-time employment with employer-linked education and training programs. This service is for CalWORKs refugees only and is contingent on funding resources other than RSS/TA.

DPSS is currently administering the Transitional Subsidized Employment (TSE) program. Length of participation is dependent on funding.

The TSE program, funded with resources other than RSS/TA, provides subsidized employment opportunities for eligible refugee participants. A post-assessment activity, Transitional Subsidized Employment is exclusively designed for participants who remain unemployed or underemployed.

4. On-the-Job Training (OJT)

On-the-Job Training is an employment and training program. Participants enrolled in OJT receive job skills training from an employer. Upon completion of their training, it is expected participants will be retained by the employer. Length of participation is subject to availability of funding. RSS/TA or SA funds are used for this activity.

5. Community Service (CS)

Community Service (CS) is a temporary and transitional activity performed with private or non-profit organizations. CS activities are intended to enhance or further develop participant's necessary job skills that can lead to unsubsidized full-time employment and ultimately lead to self-sufficiency. Length of participation in CS is the length of time between WtW components. This is a no cost item. No RSS/TA funds are used for this activity.

D. Case Management

DPSS has elected to contract with non-profit refugee agencies to provide case management services to assist in meeting the specific needs of REP participants. The agencies will either provide, or refer the participant to, appropriate services.

Case management activities will include:

- Tracking of participants refugee services,
- Tracking of participants REP services is done through the case management system. Activities tracked include: Orientation, job club, work experience, employment, and other job related activities.
- Provide information, referral, outreach and social adjustment services,

- Assure participants receive timely and appropriate supportive services (including transportation, child care, work related expenses),
- Address barriers to employment through referrals to Domestic Violence, Mental Health and, Substance Abuse services.
- Assist refugees in their job search activities,
- Facilitate job placement and retention.
- Establishing and maintaining a good working relationship with the network of community partners and providers such as RAs wherein refugee information is shared.

E. Other Employability Services

Note: Refugee participants can use the services below up until the designated program time limit.

1. Post-Employment Career Assessment

Post-Employment Career Assessment is a plan that includes the path for moving a REP participant from an entry level job, to better employment that allows the participant to build a career and attain self-sufficiency. This service is funded by RSS/TA/SA funds.

2. Evaluation of Records

Services include the validation of another country's educational degree to acceptable American standards of education. Special attention will be given to participants with degrees from universities that are no longer in business as a result of changes within the home country's political regime. This service is funded by RSS/TA/SA funds.

3. Vocational Assessment

Participants who have not obtained full-time unsubsidized employment at the end of the job search period described above or who have opted to bypass Job Club, because it was determined that the Job Club would not benefit the participant, must be referred to County approved vocational assessment providers for vocational assessment. The REP providers will utilize the assessment in developing a REP Employment Plan. This service is funded by RSS/TA/SA funds.

4. Translation & Interpreter Services

Translation & interpreter services are offered when necessary in connection with employment or participation in an employability service.

F. Non-Employment Services

Note: Refugee participants can use the services below up until the designated program time limit.

1. Clinical Assessment

Clinical Assessment is a mandatory welfare-to-work activity for CalWORKs refugees who disclose issues related to Domestic Violence, Substance Abuse, and Mental Health situations. This service is funded by CalWORKs Single Allocation dollars. RCA refugees are referred to local Los Angeles County mental health services for similar services. These services are funded through the refugee's Medi-Cal benefits.

2. Life Skills/Acculturation Workshops

Life skills/acculturation workshops will be incorporated into the Refugee Family Appraisal, Job Club/Job Search and any other curriculum that deems the workshops as needed and appropriate. Life Skills/Acculturation workshops (LSC) provide REP Participants with practical tools for everyday life as well as coping strategies for difficult situations. Life Skills workshops consists of survival skills workshops for refugees that address topics such as: landlord/tenant relations, basic legal education to assist with maneuvering through the system (e.g., labor law, acceptable work environment, gender law and equal rights of employment, acceptable professional work ethics, etc.). This service is funded by RSS/TA/SA funds.

3. Outreach Services

Outreach will be conducted by contracted agencies within relevant ethnic communities to identify and introduce available resources and services to the refugee population and assist them accessing those services.

4. Citizenship and Naturalization Preparation Services

The Citizenship and Naturalization Preparation Services is a referral-based program in which REP participants will have the opportunity to take citizenship preparation classes at a local community college, vocational/adult school or provider agency with the appropriate accreditations and credentials. These classes will prepare participants for the history examination administered by the U.S. Citizenship and Immigration Services (USCIS) Agency.

No specific refugees are targeted; however, those refugees who request this service are referred to agencies offering the services. For those refugees requesting this service and are age 60 and over, please refer to pages 7 and 17 for the ORDG description.

TARGETED ASSISTANCE FORMULA GRANT

The program components funded by the TA grant are the same as those under RSS. TA primarily funds refugees who have been in the U.S. 13 -60 months from date of entry.

A. Employment Services Components

Please refer to Employment Services – RSS, pages 10-12

B. English Language Training

Please refer to English Language Training – RSS, page 12-13

C. On-the-Job Training/Skills Training

Please refer to On-the-Job/Skills Training - RSS, page 13-14

D. Case Management

Please refer to Case Management – RSS, page 14-15

E. Other Employability Services

Please refer to Other Employability Services – RSS, pages 15

F. Non Employment Services

Please refer to Non Employment Services – RSS, pages 16

Older Refugee Discretionary Grant (ORDG)

The Older Refugee Discretionary Grant services to be provided will include ESL and/or citizenship examination preparation classes, naturalization and citizenship services (assistance with completing & filing the adjustment of status application I-485, and the citizenship application N-400), and referral of older refugees to aging services in their communities.

Based on local refugee service providers and Resettlement Agencies' identified needs within the older refugee population, information on mainstream senior services, citizenship examination preparation, and adjustment of status and citizenship application services are important needs for the older refugee population.

Los Angeles County anticipates serving 400 senior refugees with the FFY 2013-14 ORDG funding. Within the ORDG three year grant cycle funding, the county anticipates serving 1200 senior refugees. Our expected outcome is that all 400 eligible refugees will be linked to mainstream senior services in their community and/or, complete adjustment of status or citizenship application. No ORDG funding will be used to pay USCIS fees.

ORDG services will be provided primarily via the Los Angeles County Department of Public Social Services contracted Refugee Employment Service (REP) providers, local Resettlement Agencies, and Area Agencies on Aging.

Targeted Assistance Discretionary (TAD) Grant

Los Angeles County plans to utilize Targeted Assistance Discretionary Grant Funds to create and support Vocational English-as-a-Second Language (VESL) services to refugees that have persistent barriers to employment.

In addition to VESL services, the project will provide enhanced Pre and Post-Employment Training and Intensive Case Management Services. Individualized job development services will complement and supplement employment services that are underway and allow service providers to serve refugees that have persistent barriers to employment and have not achieved economic self-sufficiency.

Small scale VESL projects will be initiated with the intent of increasing refugee potential for obtaining jobs in targeted industries with entry level positions. In general, the duration of VESL services will be 4 to 5 months.

The project will seek to achieve goals established by individual and family self-sufficiency plans through VESL services, combined with intensive case management and employment services, and referral to work experience activities.

SECTION IV: BUDGETS

Los Angeles County Department of Public Social Services

REFUGEE PROGRAM

A. FFY 2014 Refugee Social Services Formula Allocation

Item		
1	Employment	\$535,353
2	Case Management	\$376,194
3	Other	\$289,380
4	ELT	\$115,752
5	OJT	\$72,345
6	Skills Train	\$57,876
	Sub Total	\$1,446,900
	County Administration (15% of Total)	\$255,335
	FFY 2014 RSS Budget	\$1,702,235

Los Angeles County Department of Public Social Services

REFUGEE PROGRAM

B. FFY 2014 Targeted Assistance Formula Allocation

Item		58% Funding Level *	Full Funding
1	Employment	\$299,019	\$515,550
2	Case Management	\$210,121	\$362,278
3	Other	\$161,632	\$278,676
4	ELT	\$64,653	\$111,470
5	OJT	\$40,408	\$69,669
6	Skills Training	\$32,326	\$55,735
	Sub Total	\$808,159	\$1,393,378
	County Administration (15% of Total)	\$142,616	\$245,890
	FFY 2014 TA Budget	\$950,775	\$1,639,268

* Due to potential budget shortfalls at the federal level, funding was awarded in two increments. The first increment represents a funding level of 58% of the full funding level.

Los Angeles County Department of Public Social Services

REFUGEE PROGRAMS

C. FFY 2013 Refugee Social Services Carryover

Item		
1	Employment	\$461,532
2	Case Management	\$324,320
3	Other	\$249,477
4	ELT	\$99,791
5	OJT	\$62,369
6	Skills Training	\$49,895
	Sub Total	\$1,247,384
	County Administration (15% of Total)	\$260,516
	FFY 2013 RSS Carryover	\$1,507,900

Los Angeles County Department of Public Social Services

REFUGEE PROGRAM

D. FFY 2013 Targeted Assistance Formula Carryover

Item		
1	Employment	\$377,073
2	Case Management	\$264,970
3	Other	\$203,823
4	ELT	\$81,529
5	OJT	\$50,956
6	Skills Training	\$40,765
	Sub Total	\$1,019,116
	County Administration (15% of Total)	\$0
	FFY 2013 TA Carryover	\$1,019,116

Los Angeles County Department of Public Social Services

REFUGEE PROGRAMS

E. FFY 2014 Targeted Assistance Discretionary Grant

Item		58% Funding Level *	Full Funding
1	Pre/Post Employment Training	\$0	\$33,240
2	VESL	\$45,903	\$45,903
	Sub Total	\$45,903	\$79,143
	County Administration (15% of Total)	\$8,101	\$13,967
	FFY2014 TAD Budget	\$54,004	\$93,110

* Due to potential budget shortfalls at the federal level, funding was awarded in two increments. The first increment represents a funding level of 58% of the full funding level.

Los Angeles County Department of Public Social Services

Refugee Program

F. FFY 2013 Targeted Assistance Discretionary Carryover

Item

1 Employment \$0

2

3

Sub Total

County Administration
(15% of Total)

FFY 2013 TAD
Carryover \$0

Los Angeles County Department of Public Social Services

Refugee Program

G. FFY 2014 Older Refugees Discretionary Grant Budget

Item		58% Funding Level *	Full Funding
1	Senior Networking/ESL Citizenship Application Asst.	\$36,780	\$63,414
	Sub Total	\$36,780	\$63,414
	County Administration (15% of Total)	\$6,491	\$11,191
	FFY2014 ORDG Budget	\$43,271	\$74,605

* Due to potential budget shortfalls at the federal level, funding was awarded in two increments. The first increment represents a funding level of 58% of the full funding level.

Los Angeles County Department of Public Social Services

Refugee Program

H. FFY 2013 Older Refugee Discretionary Grant Budget Carryover

Item

1	Senior Networking/ESL Citizenship Application Asst.	\$24,949
---	---	----------

	Sub Total	\$24,949
--	-----------	----------

County Administration
(15% of Total)

	FFY 2013 ORDG Carryover	\$24,949
--	----------------------------	----------

SECTION V: ANNUAL SERVICES PLAN

Annual Service Plan						Original () Revision (X)							
Date: 10/30/2013		Time Period Covered by Plan:											
County: Los Angeles		From: October 1, 2013			To: September 30, 2014								
Description of Contracted or State-Provided Services		Contracted Amount by Funding Source	Total Number	0-12 Months	13-60 Months	Type of Agency* and Percent of Funds							
						A	B	C	D	E	F	G	Total (Should equal 100)
Employment	SS	\$996,885.00	1,080	1,080	1								
	TAP	\$892,623.00	1,449	43	1,406								
	TAD	\$33,240.00	180	100	80						100%		100%
ELT	SS	\$215,543.00	1,265	547	718								
	TAP	\$193,000.00	636	30	606								
	TAD	\$45,903.00	7	4	3						100%		100%
OJT	SS	\$134,714.00	1,054	827	227								
	TAP	\$120,625.00	814	33	781								
	TAD	\$0.00	0	0	0						100%		100%
Skills Training	SS	\$107,771.00	113	91	22								
	TAP	\$96,500.00	452	4	448								
	TAD	\$0.00	0								100%		100%
Case Management	SS	\$700,514.00	1,928	1,540	388								
	TAP	\$627,249.00	1,731	64	1,667								
	TAD	\$0.00	0								100%		100%
Other (Employment)	SS	\$538,857.00	1,204	958	246								
	TAP	\$482,499.00	580	14	566								
	TAD	\$0.00	0			100%							100%
SUBTOTAL		\$5,185,923.00	12,493	5,335	7,159								
Non-Employment	SS	\$0.00											
	TAP	\$0.00											
	TAD	\$0.00											
	ORDG	\$88,363.00	360		360								
County Admin (15% admin max)	SS	\$515,851.00	*Type of Agency										
	TAP	\$245,890.00	A. State/County E. Adult Basic Education										
	TAD	\$13,967.00	B. Mutual Assistance / F. Other Non-Profit Organization										
	ORDG	\$11,191.00	C. Voluntary Agency G. _____										
Grand Total	SS	\$3,210,135.00	D. Community College										
	TAP	\$2,658,386.00	(The total percentage for each individual service (i.e., Employment, ELT, etc.) under Type of Agency and Percent of Funds must equal 100% - see example.)										
	TAD	\$93,110.00											
	ORDG	\$99,554.00											
100% revision (2) 20131212													
GAR/Invoices													

100%

Annual Service Plan

Original () Revision (X)

Date: 10/30/2013		Time Period Covered by Plan:											
County: Los Angeles		From: October 1, 2013					To: September 30, 2014						
Description of Contracted or State-Provided Services	Contracted Amount by Funding Source	Total Number	0-12 Months	13-60 Months	Type of Agency* and Percent of Funds							Total (Should equal 100)	
					A	B	C	D	E	F	G		
Employment	SS	996,885	1,342	1,080	1								
	TAP	676,092	1,193	43	1,406								
	TAD	0	0								100%		100%
ELT	SS	215,543	1,265	547	718								
	TAP	146,182	636	30	606								
	TAD	45,903	7	4	3						100%		100%
OJT	SS	134,714	1,054	827	227								
	TAP	91,364	814	33	781								
	TAD	0	0								100%		100%
Skills Training	SS	107,771	113	91	22								
	TAP	73,091	452	4	448								
	TAD	0	0								100%		100%
Case Management	SS	700,514	1,928	1,540	388								
	TAP	475,092	1,731	64	1,667								
	TAD	0	0								100%		100%
Other (Employment)	SS	538,857	1,228	958	246								
	TAP	365,455	580	14	566								
	TAD	0	0			100%							100%
SUBTOTAL		4,567,463	12,343	5,235	7,079								
Non-Employment	SS	0											
	TAP	0											
	TAD	0											
	ORDG	61,729	250		250								
County Admin (15% admin max)	SS	515,851	*Type of Agency A. State/County E. Adult Basic Education B. Mutual Assistance F. Other Non-Profit Organization C. Voluntary Agency G. _____ D. Community College (The total percentage for each individual service (i.e., Employment, ELT, etc.) under Type of Agency and Percent of Funds must equal 100% - see example.)										
	TAP	142,616											
	TAD	8,101											
	ORDG	6,491											
Grand Total	SS	3,210,135											
	TAP	1,969,892											
	TAD	54,004											
	ORDG	68,220											
58% revision (2) 20131212													
GAR/Invocies													

58%

SECTION VI: ANNUAL OUTCOME GOAL PLAN

- **PERFORMANCE GOALS AND ACTUALS**

- Goal Plan 1st Page (refer to page 45)
- Goal Plan 2nd Page (refer to page 46)

- **PERFORMANCE NARRATIVE**

(refer to page 47- 49)

SECTION VII: APPENDICES

A. County Procurement Process

DPSS currently contracts with community refugee agencies to provide direct services to refugees. These contracts have been in place for the last two and one half years. Community refugee agencies were selected through the Request for Proposals (RFP) process for Refugee Employment Services. The RFP detailed the current design of the REP program components/activities, funding, and contract responsibilities.

B. County Monitoring Process

Program Monitoring

REP program monitoring is conducted by DPSS' Contract Management Division (CMD). Contract Program Monitors (CPMs) conduct semi-annual and monthly comprehensive monitoring reviews of all contracted agencies. Results of the reviews are reported to CDSS within 45 days from the completion of the review. The reviews are done on-site. CPMs, through the use of oral interviews and comprehensive check lists, review participant files and related data, to verify 90-day follow-up on job placement, and verify accuracy of data reported by the contracted agencies. The CPMs evaluate each agency's performance in meeting their contractual obligations and program goals.

CPMs insure that deficiencies are corrected based on provider-specific corrective action plans.

Through the monitoring process, CPMs have the ability to identify potential problems and fraud, supervise corrective action plans, and otherwise ensure the quality of services to clients. CPMs review the accuracy of invoices and the County Contract Administrator (CCA) approves payments and provides technical assistance.

Through program monitoring, DPSS assures that:

- Targeted refugee groups are being served,
- Refugee status is verified,
- Family Self-Sufficiency Plans are developed for all participants
- 90-day follow-up on job placement is completed,
- Program goals are met, and
- Funds are expended appropriately.

SECTION VIII: REQUIRED ASSURANCES

Required Assurances for Los Angeles County Plan for RSS and TA

DPSS assures that the Los Angeles County Plan for RSS and TA for FFY 2013 were developed in accordance with the California Department of Social Services, Refugee Program County guidelines.

DPSS assures that the 2013-2016 RSS and TA Plan was developed in accordance with:

- California Department of Social Services Manual of Policies and Procedures
 - Refugee Resettlement Program Regulations - Division 69-200
 - Cuban/Haitian Entrant Program – Division 69-300
 - Purchase of Services Regulations – Division 23-600
- Code of Federal Regulations – Title 45 –Public Welfare
 - Refugee Resettlement Program – 45 CFR PART 400
 - Cuban/Haitian Entrant Program – 45 CFR PART 401
 - Uniform Administrative Requirements – 45 CFR PART 74
 - Federal Procurement Standards – 45CFR PART 92
- California Department of Social Services County Refugee Program Guidelines
- California Welfare and Institution Code Section 10850 - Confidentiality of Records

SECTION IX: CONTRACTED SERVICES AGENCIES

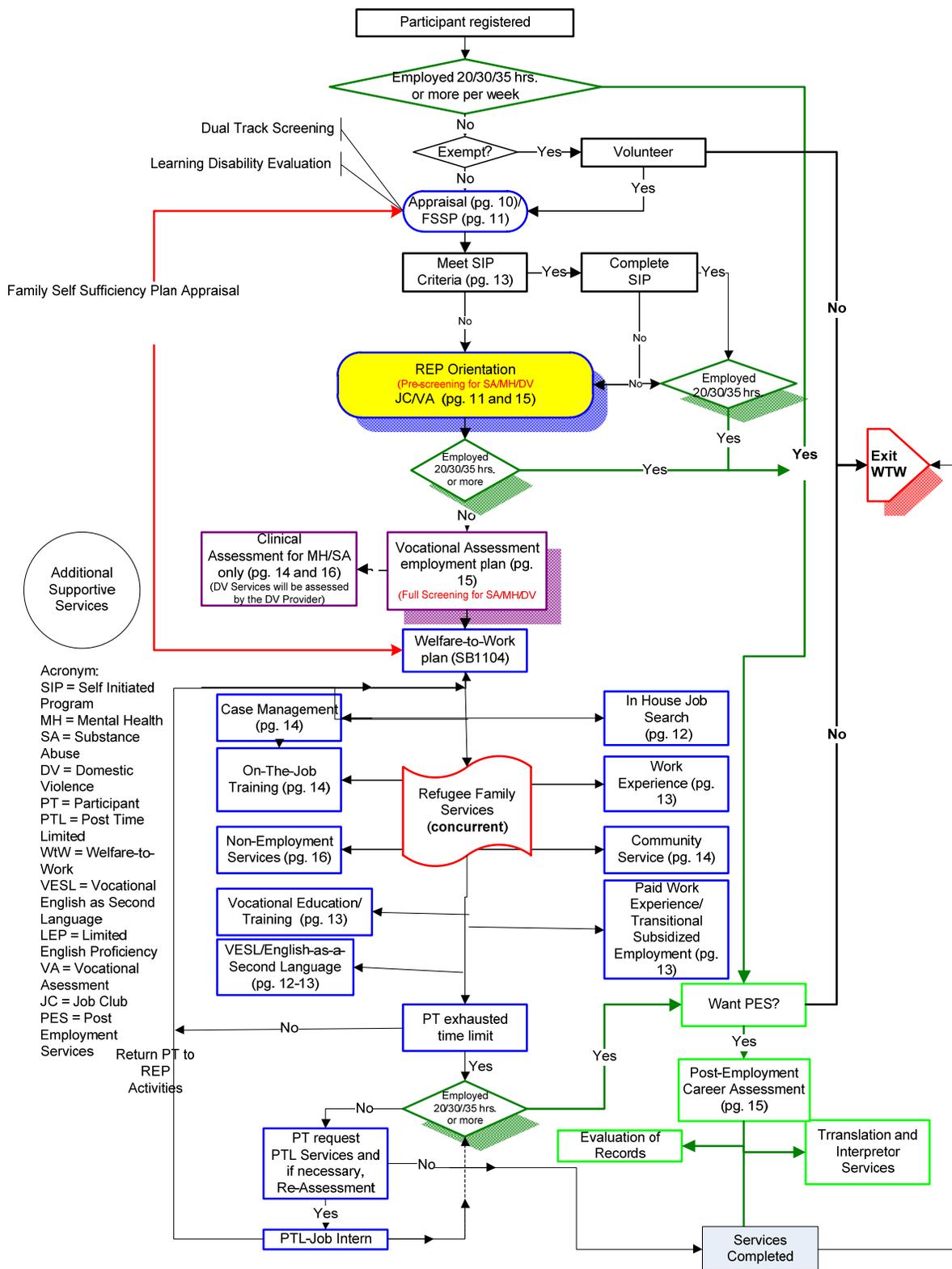
G9091	Catholic Charities of Los Angeles (CCLA)			
	Staff Name	Position	Email Address	Phone Number
	4322 San Fernando Rd. Glendale, CA 91204 FAX # (818) 502-2004			
Contact:	Brenda Thomas	Director	bthomas@ccharities.org	818-502-2002
Funding Sources	RSS/TA	\$508,000	-	
	ORDG	\$9,684		
Refugee clients aid type	CalWORKs/RCA/GR/Non-aided		-	
Services offered through RSS/TA funding	Appraisal,aculteration, and employability services as defined under 45 CFR 400.154 (a) (g) (h) (j)	Referrals to employability services as defined under 45 CFR 400.154 (b) (c.) (d) (e)	Other Services, as defined under 45 CFR 400.154 (a) (b) (c.)	
G9092	Community Enhancement Services (CES)			
	Staff Name	Position	Email Address	Phone Number
	401 S. Glenoaks Blvd. Suite 211 Burbank, CA 91502 FAX # (818) 566-8525			
Contact:	Gevorg Chakhmakhchyan	Program Manager	cesmnca2@yahoo.com	818-566-8710
Funding Sources	RSS/TA	\$393,000		
	ORDG	\$9,684		
Refugee clients aid type	CalWORKs/RCA/GR/Non-aided		-	
Services offered through RSS/TA funding	Appraisal,aculteration, and employability services as defined under 45 CFR 400.154 (a) (g) (h) (j)	Referrals to employability services as defined under 45 CFR 400.154 (b) (c.) (d) (e)	Other Services, as defined 45 CFR 400.154 (a) (b) (c.)	

G9093	Episcopal Diocese of Los Angeles (EDLA)			
	Staff Name	Position	Email Address	Phone Number
	3621 Brunswick Ave. Los Angeles, CA 90039 FAX # (213) 225-1829			
Contact:	Meghan Tumilty	Director/Contract Manager	mtumilty@ladiocese.org	(323) 667-0489
Funding Sources	RSS/TA	\$452,000		
	ORDG	\$9,684	-	
Refugee clients aid type	CalWORKs/RCA/GR/Non-aided			
Services offered through RSS/TA funding	Appraisal, aculturation, and employability services as defined under 45 CFR 400.154 (a) (g) (h) (j)	Referrals to employability services as defined under 45 CFR 400.154 (b) (c.) (d) (e)	Other Services, as defined 45 CFR 400.154 (a) (b) (c.)	
G9094	Armenian Relief Society (ARS)			
	Staff Name	Position	Email Address	Phone Number
	517 W. Glenoaks Blvd. Glendale, CA 91202 FAX # (818) 241-5755			
Contact:	Sona Zinzalian	Director/Contract Manager	arssocialservice@aol.com	818-241-7533 x101
Funding Sources	RSS/TA	\$510,00		
	ORDG	\$9,684	-	
Refugee clients aid type	CalWORKs/RCA/GR/Non-aided			
Services offered through RSS/TA funding	Appraisal, aculturation, and employability services as defined under 45 CFR 400.154 (a) (g) (h) (j)	Referrals to employability services as defined under 45 CFR 400.154 (b) (c.) (d) (e)	Other Services, as defined 45 CFR 400.154 (a) (b) (c.)	

G9095	Jewish Vocational Services (JVS)			
	Staff Name	Position	Email Address	Phone Number
	6505 Wilshire Blvd. Suite 200 Los Angeles, CA 90048 FAX # (323) 761-8574			
Contact:	Tatyana Kodner	Director/Contract Manager	tkodner@jvsla.org	323-761-8888 x8864
Funding Sources	RSS/TA	\$473,280	-	
	ORDG	\$9,684	-	
Refugee clients aid type	CalWORKs/RCA/GR/Non-aided			
Services offered through RSS/TA funding	Appraisal,aculturation, and employability services as defined under 45 CFR 400.154 (a) (g) (h) (j)	Referrals to employability services as defined under 45 CFR 400.154 (b) (c.) (d) (e)	Other Services, as defined 45 CFR 400.154 (a) (b) (c.)	
			-	
	South Bay Workforce Investment Board (SBWIB) / City of Inglewood (COI)			
	Staff Name	Position	Email Address	Phone Number
	11539 Hawthorne Blvd., Suite 500 Hawthorne, CA 90250 FAX # (310) 970-7712			
Contact:	Tracey Atkins	GAIN Manager	tatkins@sbwib.org	310-970-7796
Funding Sources	TADG	\$45,903	-	
			-	
Refugee clients aid type	CalWORKs/RCA/GR/Non-aided			
Services offered through TADG funding	Vocational English-as-a-Second Language (VESL), employability, and job retention services as defined under 45 CFR 400.154 (a) (g) (h) (j)	Referrals to VESL, employability, and job retention services as defined under 45 CFR 400.154 (b) (c.) (d) (e)		

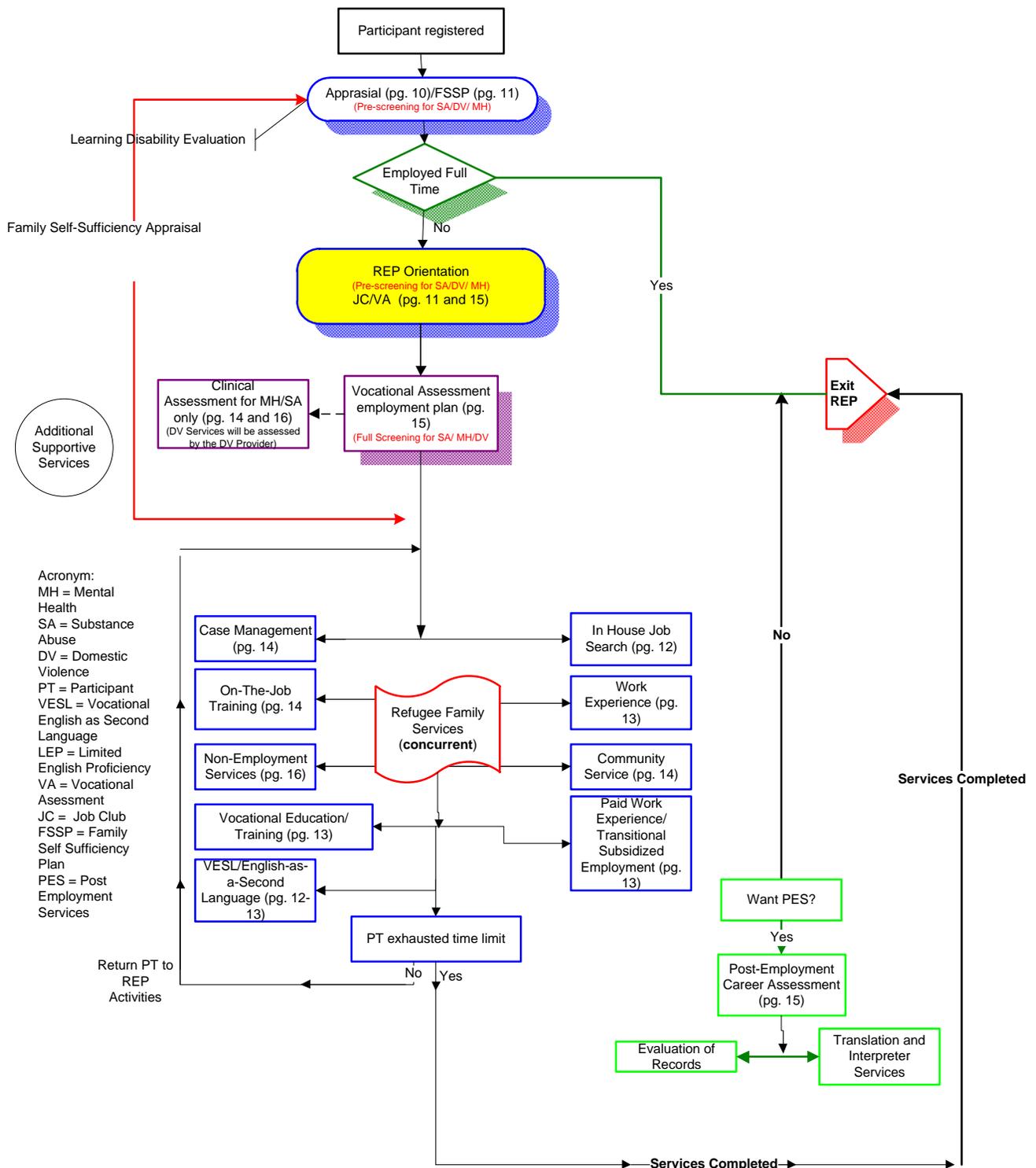
SECTION X: CLIENT FLOW CHARTS

REFUGEE EMPLOYMENT PROGRAM (REP) CALWORKS CASE MANAGEMENT FLOW/DECISION CHART



REP CALWORKS FLOWCHART 20131023

**REFUGEE EMPLOYMENT PROGRAM (REP)
REFUGEE CASH ASSISTANCE (RCA), NON-AIDED, AND GENERAL RELIEF CASE MANAGEMENT FLOW/DECISION
CHART**



REP GR, RCA, Un-Aided FLOWCHART 20131023

SECTION XI: ADDENDUM

A. Los Angeles County Application FFY 2014 Targeted Assistance Discretionary Grant

Project Summary:

Los Angeles County plans to utilize Targeted Assistance Discretionary Grant Funds within the existing local refugee infrastructure to create and support Vocational English-as-a-Second Language (VESL), Pre and Post-Employment Training and Intensive Case Management services to refugees that have persistent barriers to employment. Small scale VESL projects will be initiated with the intent of increasing refugee potential for obtaining jobs in targeted industries with entry level positions. In general, the duration of VESL services will be three to five months. In addition to VESL services, the project will provide enhanced Individualized Job Development Services that will complement and supplement employment services underway and allow service providers to serve refugees that have not achieved economic self-sufficiency. The project will seek to achieve goals established by individual and family self-sufficiency plans through VESL services, combined with intensive case management, employment services, and referral to unpaid work experience activities.

Objectives and Need for Assistance:

Employment is essential to establishing stability for refugee families. While the local economy in recent months has slightly improved, the seasonally adjusted unemployment rate in Los Angeles County is higher than California and the nation, 9.9%, 8.7%, and 7.4%, respectively (Source: State of California Employment Development Department. August 16, 2013. Labor Market Information, *Los Angeles County*). Refugees in the county have long been challenged with language and cultural barriers. It is the county's experience that a large majority of the refugee population is highly skilled professionally, however, they lack appropriate workplace language and social adjustment skills. Given this stark reality, refugees are competing with other job seekers to find employment. It is evident that the labor market is led by employers who are hiring individuals that have fewer challenges and are often over-qualified for the jobs in which they are hired. VESL services combined with enhanced Pre and Post-Employment Training and Intensive Case Management Services can be vital in providing the connections that make the refugees' entry to into the workforce and labor market successful. Success with VESL in the refugee populations has been difficult to achieve. This grant will provide incentives to service providers to establish VESL programs based on various levels of English-as-a-Second Language (ESL). Completion of VESL training will allow refugees to gain needed specific job skills and confidence in the workplace. Enhanced Pre and Post-Employment Training, including individualized job development services, will target employers in industries that, based on labor statistics, have seen an increase in employment within the last year (July 2012-June 2013). The program objective is to empower clients by increasing their communication and employment readiness skills, with the hopes that they will obtain employment, or a better position, and increase prospects for job retention.

Outcomes Expected:

Los Angeles County will serve refugees that have persistent barriers to employment, including refugees that that have difficulties becoming employed or maintaining employment due to low English language levels and job skills (including no skills at all). Project expectations include improved participants' English language proficiency, with an emphasis on workplace language skills, knowledge about employer expectations and workplace culture. It is anticipated that completion of VESL training, combined with enhanced Pre and Post-Employment Training and Intensive Case Management Services, refugees will be able to acquire employment and increase potential for job retention.

It is projected that 12 refugees annually will be able to be served in a VESL program that would couple computer office applications with vocational ESL. The program will include occupational skills training of basic computer training in Microsoft Office, keyboarding and internet navigation. The duration of the training session will be 16 to 20 weeks, depending on participants' ESL level and achieved competencies. It is anticipated that approximately 80% of the participants would complete the course successfully with a minimum score of 70% on the final evaluation. It is expected that those refugees that pass the course will have competency in computer office applications, basic clerical skills, and the ability to communicate in an office setting.

A percentage of the funding will be used to fund enhanced Pre and Post-Employment Training and Intensive Case Management Services. Services will allow for coordination of wrap-around support services for refugee families and single adults and include intensive follow-up with service providers to identify what supportive services are most needed, and ensure that those services are being provided. On a case-by-case basis, referral to unpaid work experience, employment services and job development will take place where employment specialists will be able to work with employers to foster understanding and support from the employer on the refugee's experience and background.

Based on the six Office of Refugee Resettlement (ORR) required performance outcome measures, the following goals will be targeted:

1. Entered employment – Twenty-five percent (25%) of participants that are placed into VESL and / or Pre and Post-Employment and Intensive Case Management Services, will obtain unsubsidized employment.
2. Cash assistance reductions due to employment – Thirty-four percent (34%) of participants who enter unsubsidized employment will have their cash reduced due to employment.
3. Cash assistance terminations due to employment – Thirty-four percent (34%) of participants who enter unsubsidized employment will have their cash assistance terminated due to employment.
4. 90-day employment retention - Eighty percent (80%) of participants who enter unsubsidized employment will achieve a 90-day retention rate.

5. Average hourly wage at placement – The average wage of unsubsidized employment following the completion of participants' VESL and / or Pre and Post-Employment and Intensive Case Management Services assignment will be \$9.25 an hour.

6. Entered employment with available health benefits – Thirty-four percent (34%) of participants who enter unsubsidized employment will have health benefits available to them.

Approach:

Collaborate with contracted refugee employment agencies that will use vocational assessment providers to assess participants for specific VESL programs and unpaid work experience providers and will identify individual refugees for referral to services. Connect with area educational providers that have current VESL programs that coincide with specific training needs or are prepared to develop such short term VESL programs. Contracted refugee employment agencies to monitor participant progress and offer supportive services to cover participants' needs in conjunction with the program.

The selected agencies will also provide enhanced Pre and Post-Employment Training and Intensive Case Management Services. Enhanced Pre and Post-Employment Training will include networking with employers in targeted industries who are in databases of area workforce services centers. Intensive Case Management Services for program participants will include problem solving, referrals for crisis intervention to organizations that can assist refugee participants with trauma related to torture, trafficking and/or other serious crime issues.

Employment services will include coordination for on-site job coaching and development based on vocational skills assessment so as to augment services provided under the County's regular RSS and TA funded services. This will ensure that these refugees are provided with additional time and support in order to adjust to a new society and achieve self-sufficiency.

The Pre and Post-Employment Training and job development services will focus on the following areas:

1. Knowledge of the American workplace
2. Team building in the workplace
3. Relationships with co-workers
4. Interaction with superiors
5. Conflict resolution
6. Job retention
7. Academic guidance for career development
8. Further development of individual and family self-sufficiency plans

Evaluation:

The County will evaluate the program through monthly monitoring of each participant's progress. Service providers of VESL services and unpaid work experience activities will be monitored to assure that refugees are being instructed in the specific skill areas needed to succeed. Local agencies that will provide Pre and Post-Employment Training and Intensive Case Management Services will also be monitored to assure that refugees are getting the needed support to assist them in obtaining a high level of success in their respective programs. In evaluating the project the County will look at the number of participants that are in the VESL, Pre and Post-Employment Training, Intensive Case Management Services; the number of refugees that complete the service program; and the number that have obtained unsubsidized employment.

B. Los Angeles County Application FFY 2014 Older Refugees Discretionary Grant

Project Narrative:

Los Angeles County plans to utilize proposed Federal Fiscal Year (FFY) 2013 Older Refugees Discretionary Grant (ORDG) funds to administer Senior Networking and English-as-a-Second Language (ESL) classes and Naturalization and Citizenship Services to eligible refugee seniors who have reached the age of 60 years or older. The networking services will be targeted to assist older refugees gain access to programs and services in the community, via organizations that specialize in dealing with the local refugee community, including but not limited to Refugee Employment Program (REP) providers, local Resettlement Agencies (RAs), and Area Agencies on Aging (AAAs).

Naturalization and Citizenship Preparation services are programs in which eligible refugee seniors will have the opportunity to take citizenship preparation classes with local providers including, but not limited to, REP providers and RAs. These classes will prepare participants for the U.S. Citizenship Interview Test administered by the U.S. Citizenship and Immigration Services (USCIS).

Senior Networking Services will be provided by local Community Based Organizations (CBOs) and agencies to promote independent lifestyles such as, care management, emergency preparedness, language (ESL classes) and social adjustment, legal assistance, nutrition programs, housing, and health insurance counseling.

Objectives and Need for Assistance:

Los Angeles County's objectives are the following:

- Identify the needs of refugee senior participants.
- Link participants to cultural, social, and economic based services.
- Link participants to naturalization and citizenship services and provide support through the process.

Los Angeles County and local refugee agencies reviewed curriculum programs that are most utilized by refugee seniors and identified the most prominent service needs of the older refugee population, which include:

- Referral to social and congregate activity programs, including physical well-being and meals;
- Referral to transportation services, including for the disabled and elderly;
- Referral to consumer education and identity-theft protection workshops;
- Referral to housing availability and resources;
- Referral to Department of Motor Vehicles (DMV) and driver safety workshops;
- Referral to ESL classes and English conversation workshops;
- Naturalization and U.S. Citizenship exam practice;
- Assistance with the completion and filing of Adjustment of Status application I-485; and
- Assistance with completion of Citizenship application N-480.

Expected Outcomes:

Los Angeles County's expectations for the Naturalization and Citizenship Services Program and Senior Networking and ESL classes are as follows:

- Link and refer 100% of the participants identified through outreach to Senior Networking and/or ESL classes.
- Link and refer 100% of the participants to adjustment of status or naturalization and citizenship services, to avoid losing Supplemental Security Income (SSI).

Los Angeles County will track the following on a monthly basis:

- Number of participants identified through outreach;
- Number of refugee seniors completing naturalization and citizenship application services;
- Number of refugee seniors enrolled in Senior Networking and ESL classes; and
- Number of refugee seniors provided with linking and referral services.

No ORDG funding will be used in connection with USCIS fees.

Implementation Plan:

Los Angeles County Department of Public Social Services (DPSS), Bureau of Policy and Program, CalWORKs and GAIN Division will have administrative responsibility for countywide Naturalization and Citizenship Services and Senior Networking and ESL classes provided with ORDG funds.

Contracted agencies will outreach and identify eligible refugee seniors for Naturalization and Citizenship Services and Senior Networking and ESL classes. These services are anticipated to be provided by contracted REP providers, local RAs and CBOs that specialize in refugee services. Whenever warranted, refugee seniors will be linked and referred to specialized services provided by local CBOs and AAAs.

Speakers with specialty area experience will also be invited to present at Senior Networking and ESL classes and Naturalization and Citizenship Service workshops.

The following services will be delivered under the ORDG grant:

- **Outreach:** DPSS and contracted REP providers will outreach and market this program to the countywide refugee senior community.
- **Case Management:** It is anticipated that contracted agencies will be responsible for referring senior refugees to local community agencies for appropriate services and manage Senior Networking/ESL Civics classes.
- **Adjustment of Status Application Assistance:** REP providers holding appropriate certification and RAs will provide Adjustment of Status Application Assistance services via direct and/or linking and referral.
- **Citizenship Preparation:** REP providers and local CBOs will offer ESL, civic classes, and Citizenship preparation.
- **Citizenship Application Assistance:** REP providers, RAs, and local CBOs will provide Citizenship application assistance and translation services.
- **Social Adjustment/Senior Services:** Los Angeles Department of Community and Senior Services through the Area Agencies on Aging (AAA) provides services that promote independent lifestyles such as, care management, legal assistance, nutrition programs, and health insurance counseling. Connecting seniors to these available services, where applicable, will be stressed.
- **Transportation:** Transportation assistance will be provided by DPSS through contracted REP providers and local CBOs.

Activity Timeframe:

Contingent upon the availability of funds, it is anticipated that ORDG administrative and program activities will carry on from activities in place for the FFY 2012 ORDG program. Administrative and program activities are slated to end when ORDG funds are exhausted or, shall additional allocations become available, at the end of the three-year project period (FFY 2014), whichever comes first.

Estimated Service Number and Funding Use:

(See Attached "Older Refugees Discretionary Grant Services and Client Information Federal Fiscal Year (FFY) 2014 - Attachment 1")

Older Refugees Discretionary Grant
Services and Client Information
Federal Fiscal Year (FFY) 2014

Attachment 1

Section one:

Timeframe for estimated number of clients to be served:

Timeframe (09/30/2013- 09-29-2014)	Number of clients to receive linking/referrals services (Cumulative)	Number of clients to receive citizenship services (Cumulative)
Quarter 1	65	15
Quarter 2	73	17
Quarter 3	92	23
Quarter 4	92	23

Section two:

Description of how funding will be utilized for each component:

County	Allocation Amount	Amount for Administration at max 15%	Components:		Number of Clients to be served
			Amount for Linking/ Referrals	Amount for Citizenship Services	
Alameda	\$8,964				
Los Angeles	\$74,453	\$11,168	\$50,635	\$12,650	400
Orange	\$20,701				
Sacramento	\$19,051				
San Diego	\$19,749				
San Francisco	\$11,601				
Santa Clara	\$15,581				
Totals	170,100				

SECTION XII: COUNTY BOARD OF SUPERVISORS RESOLUTION

The County Board of Supervisor resolution is pending Board review and will be submitted at a later date.

Goal Plan 1st Page

ANNUAL OUTCOME GOAL PLAN						
FY 2014						
PERFORMANCE GOALS AND ACTUALS						
State or County:	CA - LOS ANGELES COUNTY (100%)					
	FY 2013 GOAL		FY 2013 ACTUAL		FY 2014 GOAL	
1. Caseload						
TANF Recipients	2,188		1,692		1,977	
RCA Recipients	1,010		1,090		924	
No Federal Cash Assistance	168		96		287	
Total	3,366		2,878		3,188	
2. Entered Employment						
Full Time	376	30%	269	33%	349	33%
Part Time	869	70%	546	67%	703	67%
Total	1,245	37%	815	28%	1,052	33%
2a. TANF Recipients Entered Employment						
Full Time	206	24%	151	30%	199	30%
Part Time	653	76%	359	70%	464	70%
Total	859	69%	510	63%	663	63%
2b. RCA Recipients Entered Employment						
Full Time	140	49%	97	41%	125	41%
Part Time	146	51%	139	59%	180	59%
Total	286	23%	236	29%	305	29%
2c. No Federal Cash Assistance Entered Employment						
Full Time	30	30%	21	30%	25	30%
Part Time	70	70%	48	70%	59	70%
Total	100	8%	69	8%	84	8%
Cash Assistance Recipients Placed In Employment						
	1,145		746		968	
3. Federal Cash Assistance Terminations						
TANF Recipients	200	70%	105	63%	164	63%
RCA Recipients	86	30%	61	37%	97	37%
Total	286	25%	166	22%	261	27%
4. Federal Cash Assistance Reductions						
TANF Recipients	417	91%	223	91%	335	91%
RCA Recipients	41	9%	21	9%	33	9%
Total	458	40%	244	33%	368	38%
5. Entered Full Time Employment Offering Health Benefits						
TANF Recipients	7	100%	2	33%	3	18%
RCA Recipients	0	0%	4	67%	7	41%
No Federal Cash Assistance	0	0%	0	0%	7	41%
Total	7	2%	6	2%	17	5%

Goal Plan 2nd Page

ANNUAL OUTCOME GOAL PLAN FY 2014 PERFORMANCE GOALS AND ACTUALS			
State or County:	CA - LOS ANGELES COUNTY (100%)		
	FY 2013 GOAL	FY 2013 ACTUAL	FY 2014 GOAL
6. Average Hourly Wage of Refugees Entering Full Time Employment	\$ 9.59	\$ 9.64	\$ 9.69
7. 90-Day Retention Rate	98%	98%	98%
Percentage			
7a. 90-Day Retention Rate Calculator			
Unduplicated # of Retentions	853	870	
Total			
Unduplicated # of Entered Employments			
<p>The previous actual Retention Rate is calculated by dividing the total unduplicated number of retentions by the total unduplicated number of entered employments from July of the previous CY through June of the current CY.</p>			
8. Office of Refugee Resettlement Funding	FY 2013 Actual	FY 2014 Proposed	
Social Services Formula Funding	\$ 1,678,729	\$ 924,119	
Targeted Assistance Formula Funding	\$ 589,313	\$ 1,162,106	
Discretionary Grant Funding	\$ 181,377	\$ 33,240	
Total Liquidated Funding	\$ 2,449,419	\$ 2,119,465	
Cost per Entered Employment	\$ 3,005.42	\$ 2,014.70	
Agency Point of Contact	First and Last Name	Title	
<i>Please provide the name, title and contact information for the agency staff person best equipped to respond to questions regarding your Annual Outcome Goal Plan submission.</i>	Sergio Torrico	Human Services Administrator I	
	Telephone Number	Email	
	562-651-3321	sergiotorrico@doss.lacounty.gov	
Deadline for submission			
The completed FY 2014 Annual Outcome Goal Plan: Performance Goals and Actuals and Performance Narrative should be submitted via email to GPRA@ACF.hhs.gov by November 15, 2013.			
For Office of Refugee Resettlement use only:		Date submitted: _____	
Submission type: <input type="checkbox"/> Initial <input type="checkbox"/> Revision		Status: <input type="checkbox"/> Approved <input type="checkbox"/> In process - clarification needed	

OFFICE OF REFUGEE RESETTLEMENT
ANNUAL OUTCOME GOAL PLAN
Performance Narrative

State or County: [Los Angeles County]

1. Did the FY [previous year] Actual Caseload meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

[Refugees that were part of the high arrival numbers during Federal Fiscal Years (FFYs) 2008 and 2009 have started to reach program time-limits; a portion of new arrivals not requiring employment assistance, were not taken into consideration in projecting caseload goal. Additionally, Resettlement Agencies' projected capacity, which was used as part of the caseload projection, was not met. These factors lead to an over-projection of the caseload goals and the resulting caseload number.]

2. Did the total FY [previous year] Actual percentage for Entered Employment meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

[As reported in the Employment Development Department (EDD) labor market information, job sectors that posted the greatest increase in job growth in Los Angeles County were professional and business services. Employers' expectations in these job sectors are higher than in past years. Those highly educated refugees who were employed in those job sectors in their home countries and wish to find similar positions in the United States focused on English language training and supplemental training in their field (recertification, etc). This kept this refugee population out of the job market longer. Other refugees, who are generally not qualified for positions in these sectors, could not take advantage of the job opportunities. Furthermore, language barriers contribute to refugees not taking advantage of job growth in the leisure and hospitality sectors. Traditionally, in Los Angeles County, refugees were placed in entry level positions with small ethnic businesses and manufacturing. Based on EDD labor market data, these sectors have seen a reduction in jobs. Though a small number of refugees in Los Angeles County are being placed in entry level retail sales, clerical, hotel housekeeping, and car repair jobs, lack of language capabilities hinders a substantial number of refugees from finding employment. Additionally, refugees are spending more time in work experience positions in order to obtain the job experience necessary to secure unsubsidize employment. The above job market trends in Los Angeles County have factored into not meeting the entered employment goal.]

3. Did the total FY [previous year] Actual percentage for Federal Cash Assistance Terminations meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

[The lower numbers of full-time TANF and RCA employment coupled with refugees entering low wage jobs are factors for the low percentage of TANF/RCA cash terminations. Also, due to County quarterly reporting, refugees who entered employment within the last two months of the FFY 2013 and had their cash termination recorded at the beginning of FFY 2014, could not be counted as terminations for FFY 2013.]

4. Did the total FY [previous year] Actual percentage for Federal Cash Assistance Reductions meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

[Though the individual percentage of cash reductions of TANF and RCA was equal to last year, the overall percentage did not meet the goal due to the lower number of cash assistance recipients entering employment. Also, due to County quarterly reporting, refugees who entered employment within the last two months of the FFY 2013 and had their cash reductions recorded at the beginning of FFY2014, could not be counted as cash reductions for FFY 2013.]

5. Did the total FY [previous year] Actual percentage for Entered Full-Time Employment Offering Health Benefits meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

[Though our goal was met, there is still only a small percentage of employers offering entry level positions offering health benefits. Possible factor to meeting the goal: Participants with higher skill levels obtaining employment with large organizations.]

6. Did the FY [previous year] Actual Average Hourly Wage for Refugees Entering Full Time Employment meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

[Based on the Bureau of labor Statistics, the mean hourly wage for workers in the Los Angeles-Long Beach-Glendale area is \$25.06 which is about 14% higher the national average. EDD reports first quarter average hourly wage at 25.60. Average hourly wages in occupations that refugees find employment are usually above \$15.00. Though many refugees do not start at the average wage this could account for the increase in the program hourly wage.]

7. Did the FY [previous year] Actual 90-Day Retention Rate meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

[Possible factors contributing to making this goal are; the refugees' adaptation to the American workplace, excellent work habits gained through participation in work experience activities, and their desire to become self-sufficient lead participants to hold on to positions long term.]

8. What further information do you feel is helpful in explaining overall program performance?

[In midyear, our County implemented new Refugee Employment Services contracts that involved reestablishing provider service areas, adding a new service provider and a shifting of caseloads. Focus on these major activities may have affected the overall program performance.]

9. What information do you feel could be helpful in explaining FY [current year] goals?

[Los Angeles County caseload goals are based on historical data, projected future data and input from local stakeholders.]

10. How can the Annual Outcome Goal Plan forms or process be improved to better serve your program in effectively and efficiently reporting performance outcomes?

[Permit counties to set realistic goals based on local labor market information and other historical data. Allow counties more time to collaborate, review and comment on changes in report format/data that would effect data collection. Allow the counting of entered employment data and related actions (federal cash terminations/reductions) that span between FFYs. This would assist in getting a better representation of performance outcome counts. Given the State push for expanded Transitional Subsidized Employment programs, consideration should be given to count subsidized employment in the entered employment totals since some of these jobs lead to unsubsidized employment. Continued access to State data (all counties) would improve collaboration and the sharing of best practices between counties.]